



Annual Planning Meeting Establishes Focus and Direction

By Dale Woods, Ed. D., Director

SWVTC Department Heads, along with other employees and residents, attended an annual meeting on August 18 to review progress and to develop new objectives (indicators) for each goal - Support, Work, Value, Teach, and Communicate.

SWVTC achieved 18 of the 30 indicators set at last year's meeting, some from each of the five goals.

The group gleaned excellent ideas and suggestions from focus groups held with employees and residents prior to the meeting. Issues also arose from the Risk Management Workgroups that Michele Laird conducted in August. These resources along with recommendations from the Office of the Inspector General helped in establishing indicators for 2010-2011.

One goal is to have all plans rewritten using person-centered principles and language by December 30 of this year. As part of the new Individual Support Plan (ISP) system, the plan with the individual's goals and outcomes (the term "objective" used in the individual plans has been changed to "outcome") that is now in the record will be incorporated into the Individual Support Plan. The goal is to complete the conversion by January 1, 2011; and to also develop a method of measuring change in the planning process.

New objectives concentrated on transportation, workplace safety and security, more training for employees, etc.

As a result of the planning meeting, a quality improvement workgroup will be established to look at issues more closely and develop strategies to implement objectives.

Our Performance Indicator system is an outgrowth of our long-standing quality improvement program. It has proven to be an effective way to measure ourselves against internal and external benchmarks of success. Next month's issue of the UPDATE should have a list of the performance indicators developed at the planning meeting. This list of indicators will provide a quick way to review most of the more important benchmarks for this year.

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Camp Hero Saves the Day

By Corey Williams, Recreation Therapist

What do cookouts, watermelon, hot weather, and sunscreen have in common? All these things have become a staple of summertime as has having Camp here the last week of July. Yes, another summer has come and nearly gone as well as another successful Camp.

In addition to the large annual camp this year was the addition of smaller mini-camps to ensure that everyone on campus had a camp experience. The mini-camps ranged from nature trail hikes in the woods to walks, remote control car racing, and sightseeing at Dannelly Park in Galax. Some mini-camp participants enjoyed craft making at Foster Falls. All participants received the royal blue camp T-shirt.

The theme for 2010's camp was heroes, thus appropriately named, CAMP HERO. So if you were driving around campus last week and happened to see Superman apprehending a bank robber armed with kryptonite across from building one, you were not delusional. Or perhaps you were coming in to work on second shift and saw what looked like the Bat Mobile out of the corner of your eye, that image was real; but not to fear, they were not coming for you but for the rowdy Black Tie gang members who were threatening to take over Purpleville.

As part of the hayride that goes along with camp, these skits were performed by our very own troupe of talented actors/actresses here at work: Guida Poe, Shannon Underwood, Carol Stiltner, Tom Smith, Janet Crowder, Olivia Donald, Katie Carter, in addition to the set/prop designers David

(Continued on next page...)



Batman and Robin Save Purpleville

The skit begins with the Necktie Bandits scoping out the crowd (the hayride folks) gathered in the town center and eventually being run off by the Chief of Police. The Mayor of Purpleville then presents Ms. Purple with the key to Purpleville as thanks for her many contributions to the town. The Necktie Bandits burst in at this point and steal Ms. Purple's key to the city and her jewelry. After throwing Ms. Purple, the Mayor and the Chief of Police into jail, the bandits proceed to steal diamonds from the Purpleville Diamond Mine. Batman and Robin swoop in on their Batmobile and save the day, capturing the Necktie Bandits, and restoring order to the town of Purpleville!



L-R: Katie Carter as Robin, Olivia Donald as Batman, Janet Crowder as Ms. Purple, Tom Smith as the Mayor of Purpleville, Shannon Underwood as the Chief of Police, and Guida Poe and Carol Stiltner as the Necktie Bandits



New Horizon Individuals Meet News Anchor

By Guida Poe, Physical Management Aide

On June 30, the Physical Management Team and Assistant Program Manager, Larry Myers, accompanied New Horizon individuals, Lloyd R., Weslie R., and Andy G., on a day trip filled with new experiences. First was a guided tour of WDBJ-7 news station in Roanoke, Virginia. The group met reporter Joe Dashiell and news anchor Kimberly McBroom. The group received a warm welcome and WDBJ-7 gave them gifts at the end of the tour.

Following lunch at Golden Corral, the experience continued with a tour of Woodrum Field Airport, where the group enjoyed watching two airplanes take to the sky. Everyone was thrilled with the day's activities, especially Larry Myers when Kimberly posed for the photo below!



L-R: News Anchor Kimberly McBroom, Guida Poe, Larry Myers, Weslie, Carol Stiltner, Lloyd, and in front, Andy

L-R►: Katie Carter, Guida Poe, Carol Stiltner, and Olivia Donald



(Camp Hero Continued from page 2...)

Wilson, Jimmy Akers, and Yvonne McCoy-Perry. Our Superman and bank robber were played by two awesome volunteers, Josh Edmonds and Matt Goad.

Also performing at camp this year, as in numerous years in the past, was our 2009 Volunteer of the Year, Three Stockings and his pal, Wayne Marshall. They were gracious enough to return and provide enjoyment to our residents.

Completing the circuit for the afternoon took us to the arts and crafts tent where Olga Jewell led the groups in various projects including, collages, pictures, and paintings.

After all these activities, camp participants enjoyed a cookout consisting of hamburgers and hot dogs with all the fixin's. A big thank you to Martha Baumgardner and previously mentioned staff for their work ensuring all the participants' meals followed their nutritional management plan.

The Recreation Dept. would also like to thank: Buildings and Grounds for all their work including the last minute tarp that went over the hay wagon, Food Service and kitchen staff, Boy Scout Troop #810 out of Woodlawn for coming and cleaning the trail before Camp, all the staff that accompanied and/or made it possible for the residents to participate, anyone I may have forgotten, and last but certainly not least, Wayne Edmonds, Mark Wells, and Teresa Montgomery who patiently guided me through my first camp as leader.

Programmatic Staff Benefit from Protection from Harm Training

By Michele Laird, Risk Manager

On August 4 and 5, 2010, programmatic staff gathered in groups of 16 or less to develop outcomes for the Risk Management Plan. Dr. Woods provided the "Welcome" followed by a brief discussion regarding risk management and plans to work toward improving our efforts to provide protection from harm for the individuals that live at SWVTC.

Programmatic staff participated in "Protection from Harm" workgroups. Day 1 included a two-hour brainstorming session. During this time, groups identified three harm and/or potential for harm issues and the causes or factors that contributed to those issues. Groups then discussed questions relating to the issues and identified data needed to confirm or find out more information.

On Day 2 participants analyzed data, wrote outcomes, and presented these to each other. The outcomes will be added to the Risk Management Plan and the teams will work throughout the year to make the outcomes a success.

What does all this mean? Risk Management is a process we use to identify and prevent or minimize adverse outcomes to individuals. Protection from harm is supervision or support that is provided to someone that is intended to reduce or stop physical or mental damage, or injury. In order to provide protection from harm we must do more than respond.

For many different reasons, we need to revamp our program and move forward. Several oversight agencies are reviewing what we are doing and how we are doing it. BUT, the most important reason why we need to move forward is because the people that live here deserve it and we owe that to them.

What does it mean to be proactive? Proactive Risk Management focuses on learning and adapting from issues as they arise. Information is used to learn and identify issues. Individuals plan together to make changes to reduce risk of future harm so that we are acting in anticipation of future

problems, needs, and changes; or acting in advance to deal with an expected difficulty.

How do we get there? SWVTC staff will work together utilizing our ISP teams, committees, shared data, and QMRP reviews; while using and applying what we already know, to assist in providing Protection from Harm for individuals at SWVTC. We will not abandon some of the things that we do well, because it is important to understand the past. But, to make it work, we must visualize the future and make it happen.

What goals do we have for the Risk Management Program? Risk Management will continue to provide effective and supportive services for individuals. We will continue to identify, evaluate, anticipate and take appropriate actions to protect people from harm. We will support individual outcomes that balance freedom and protection by balancing risk plans with dignity of risks. We value dignity and all experiences for individuals and the persons who work the closest to them. We value shared information accountability among all staff and individuals. We want to use the Person-Centered Planning (PCP) process to develop Risk Management Plans.

For some time now, we have worked to embrace Person Centered Thinking and Person Centered Practices. Now, it is time that this thinking is conveyed into other plans and areas of service. It is time that we moved from being mostly reactive to more proactive. Changing the way we develop our Risk Management Plan is a step toward achieving this goal. As always, **PEOPLE** continue to be our #1 defense when it comes to providing protection from harm and together we can achieve this.

Awards Presented at June 9 Employee Appreciation Picnic



Service Coordinator Mitch Williams Presents Certificates of Achievements to Employees who Completed Career Pathways Level I

◀ L-R: Wayne Shupe, Amanda Bullion, Vaneta Willard, Wyomma Surratt, Cecilia Topping, Mitch Williams, Danny Dean



Career Pathways L-R ▶: Mitch Williams, Danny Lineberry, Wanda Sumner, Joan Craig, A. J. Lephew, Margaret Bond, Rebecca Hill, Teresa Marshall, Jane Delp, Sharlene Rice



Thirty Years of State Service ▶

L-R: Linda Jennings, Mary Johnson, and Bernard Mabe

◀ **Retirees:** Karen Bourne, Shirley Burcham, Wayne Shupe, and Linda Turman



Five Years of State Service:

◀ L-R: Lori Sexton, Mike Deskins and Ronnie Cox

L-R ▶: A. J. Lephew, Brenda Honeycutt, Melissa Barley



Calvin's Corner

By Calvin Griffith, New Horizon Program Manager

I continue to get frequent questions from Direct Support staff regarding leave balances, how they accrue, how they impact requests for leave, etc. One of the suggestions I often give to new employees or employees with low leave balances is that they should use family or compensatory leave prior to using their annual leave and allow their annual leave balances to build up. Following are some reasons why this will benefit you:

- The higher your annual leave balance, the better chance you have of getting approved leave. Example: If your annual leave balance is 100 hours and your coworker's balance is 40 hours, and you have submitted requests to be off on the same day, your leave will be approved prior to your coworker. Leave requests are always prioritized according to the amount of your annual leave balance.
- The amount of priority vacation leave that you are eligible for is impacted by the amount of your annual leave balance on October 1st of each year. Most employees will be eligible for 10 days of priority leave, but only if they have at least 80 hours of annual leave on the books as of October 1st. If you only have 40 hours of annual leave, you will only be allowed 5 priority leave days. Employees should refer to the "Priority Vacation Guidelines" for further explanation of how this works.
- If you are able to save your annual leave to the point that you are in a "use or lose" situation with your annual leave, you will be given even higher priority for leave request approval. Employees who reach this status are given first priority for leave approval and may eventually be granted 15 days of priority vacation time.
- When you retire or otherwise leave employment, you will get paid for your annual leave up to a certain amount. The amount of annual leave you can get paid for depends on your length of service. Employees who have worked for 5 years can get paid for up to 192 hours; employees who have worked for as long as 25 years can get paid for 336 hrs. If you are not sure of the amount you are eligible to be paid for, contact your timekeeper or the Human Resource Office.
- Not using your annual leave allows you to use other types of leave that do not carry over from year to year. For example, any Family Personal leave not used by January 9th of each year is lost. Compensatory leave must be used within one year of the accrual date (or you may choose to be paid for your compensatory leave).

I hope this information will be helpful. As always, feel free to discuss any questions you may have with your supervisor, timekeeper, or the Human Resource Office.



Congratulations on Safety Achievements

Congratulations to 3A, 3C, 5A, 6B AND 8B residents and staff for the safety achievements for the April 1, 2010 to June 30, 2010, reporting period! 8B residents and staff enjoyed ice cream & cake on August 11, 2010. 5A and 3C residents and staff received a \$50 gift card as this is the 3rd quarter that they have received this award! Thank you all for your dedication and hard work!



SWVTC Employee Wins Car from Virginia Lottery!

Debbie Harris poses with her brand new Dodge Challenger, a prize from the Virginia Lottery's Muscle Car Money Scratcher. For the price of two lottery tickets (one, \$3 and another \$5) purchased at Cockerham's Tire & Auto Parts in Galax, Harris received the keys to her new car at Direct Dodge-Chrysler-Jeep in Wytheville on Thursday, August 19. The car is estimated at \$40,000. Now that's bang for your buck!

News from Human Resource Department...

Your Blood Saves Lives!

Think about this.....

For years I have given blood, well, when I thought about it, or if I had the time. I've never given it a whole lot of thought.

That changed for me 3 weeks ago. My only brother became very ill. After being admitted to the hospital, it was determined he needed blood. I still didn't think a whole lot about the blood deal, but then he looked at me and said, "They only have 4 pints of my type here at the hospital."

My heart dropped! What if they didn't have enough to pull him through? I thought, well, I'll give him mine, but I couldn't give to him, not his type. The good news is the hospital received more blood from the Red Cross. My brother has needed a lot of blood in order to survive.

What if it hadn't been available?

Will you give blood? It could be your brother... or wife... or child... or friend that your blood might save~

Dianne Parker
Human Resource
Consultant



~~~~~  
**THANK YOU, THANK YOU, THANK YOU!!!!**

We had a very, very successful blood drive. We had **46 DONORS** out of 53 attempts!!!! YOU ALL WERE AWESOME!!! My personal goal yesterday for SWVTC was 40. You all went above my goal. Thank you so much for helping JMH Blood Drive crew help save lives. It couldn't have been done without all of you.

Even if you can't donate, showing your support and

talking to others may make a difference in someone's decision to become a donor and you never know whose life you may be saving!

If one pint saves 3 lives, SWVTC donors will be saving 138 lives! Again, thanks a million!!!! Or should I say thanks a pint!

**Kim Worrell**  
Human Resources Assistant  
Blood Drive Coordinator

#### ~~~~~ **CONGRATULATIONS...**

To **Karen Hash** for winning the \$25 Gift Certificate from Applebee's. Please show your appreciation to Applebee's for helping us help Johnston Memorial Hospital to save lives.

To **Rosalie Frazier** and **Lisa Patton** for being 2 of the 3 Blood drive winners on the Bristol Race tickets. Rosalie won a pair of Irwin Tool Night Race (Sprint Cup) 500 tickets and Lisa won a pair of Food City (Nationwide) 250 tickets.

#### ~~~~~ **Special Thanks**

SWVTC Human Resource Department expresses our sincere appreciation to **Nobel P.** of 7A for volunteering to serve on the DSP Selection Interview Panel during the week of July 20-22. **Thank you, Nobel, for being a vital part of this important selection process.**

### ~~~~~ **Health Reform Age 26 Provision Will Take Effect July 1, 2011**

For state health plan members, the provision in national health reform legislation requiring **coverage for dependents up**

**to the age of 26** will take effect for the plan year beginning **July 1, 2011**. Employees and non-Medicare eligible retiree group members will be able to add eligible natural, adopted and other children to their coverage during spring 2011 Open Enrollment. Further information will be available in Open Enrollment materials.

Health reform's only impact for the current plan year relates to Medical Flexible Reimbursement Accounts, which will no longer reimburse participants **for over-the-counter drug expenses starting Jan. 1, 2011**.

### **CommonHealth Program "Outdoor Adventures" Rescheduled**

Getting out and being active is a cornerstone to good health. Whether you are considering anew activity or continuing with a beloved tradition, the summer is the perfect time of year to have outdoor fun. Outdoor Adventures, the CommonHealth program for July – September, will give tips and suggestions to keep you safe and to make the most of your summer days, weekends, and vacation – no matter what your budget. Did you know...?

- Virginia State Parks are nationally recognized and offer an abundance of free or low cost family-friendly opportunities?
- If you are overweight, male, or have type O blood, mosquitoes will be more likely to bite you. Find out what else attracts them.
- A few simple steps can help you decrease your risk for Lyme disease. Cases in Virginia have decreased in the past year or two but are still nearly 8 times higher than in 1999.
- There are some easy ways to beat the heat and stay safe in storms.
- You can identify and avoid rip

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## Keeping Up with Coworkers...

### *A Special Note*

The guys from 5A want to wish the staffpersons who have been so kind and supportive of us the best of luck in their new homes. We want to let them know that we appreciate everything they have helped us with and we will miss them immensely. Please don't forget us, because we won't forget you. When you have a chance, please stop by and see us in our new homes. That way we can show you how well we are getting along and using all the skills you have taught us. Thank you all for everything!

5A Guys

### *Thanks*

I have been blown away by all the people who have called to offer their condolences in the death of my stepmother. Thank you all for your support, calls and prayers.

Avery Dalton

### *Comings and Goings*

New Horizon welcomes new employees **Barbara Bobbitt**, **Joan Craig**, **Kimberly Trimble**, and **Jamie Gravley**. Best wishes to New Horizon staff members who have transferred to Connections. Congratulations to **Cecilia Topping** on her move into the Physical Management Professional position!

Calvin Griffith, New Horizon

Best wishes to **Shirley Sowers** and **Bertha Baldwin** on their retirement. Best wishes for the future to: **Anthony Hawks**, **Riley Alley**, and **Lois Akers**. Welcome to our newest full-time employees: **Martina Manual**, **Leila Kay Burcham**, and **Charlotte Harper**.

Rebecca Oakes, Food Service

7C welcomes **Melissa Nester** and **Linda Otey** to the Pathways team.

### *Congratulations*

Congratulations to **Georgia Bryant** on the birth of her first grandchild! Kayden James Bryant was born August 5, weighed 7 lbs., 11 oz. and measured 21 inches long.

Calvin Griffith, New Horizon

Congratulations to **Karen Pell** whose first grandchild was born on June 22. Jaxon Turner Pell weighed 7 lbs., 6 oz. and measured 19¾ inches.

Congratulations to **Mary Willard's** son, Stacy Willard. He and Rena Craig were married on August 14. Congratulations to **Whitney Dalton**. She and Michael Smith were married on August 7.



Congratulations to Glenn and **Belvia Nester** on the arrival of their first grandson. Lucas Moir Nester was born on July 31 at 10:57 a.m. (Colorado time) and weighed 7 lbs., 15 oz.

Rebecca Oakes, Food Service

### *Illness*

We would like to welcome back **Burton Robinson** from his absence due to illness. Also, welcome back **Alice Alger** and **Mitzi Ramey** who each had surgery.

Rebecca Oakes, Food Service

### *Sympathy*

Our sympathy goes out to **Vickie Ross** on the loss of her mother.

Calvin Griffith, New Horizon

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currents as well as swim out of them, if you know the right techniques.

- Geocaching is a modern-day treasure hunt. Are you curious enough for the challenge?

Outdoor Adventures will discuss hiking, Geocaching, biking, swimming and boating, as well as dealing with heat and some of the issues that come with stormy weather. While it is important to start or maintain an active lifestyle, CommonHealth wants you and your family to be safe--so take a little time to participate in Outdoor Adventures to find out ways you can prepare for your own adventures and make them happy memories.

Check out the Outdoor Adventures Quiz on CommonHealth website.

**SWVTC's quarterly program will be September 15th and a schedule will be posted at a later date.**

See back issues and view the "UPDATE" in color at our website: <http://www.swvtc.dbhds.virginia.gov>

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